

From: Gary Heine/=TMS/Toyota. Sent: 10/3/2007 8:15 AM.
To: [-] cole_stutz@toyota.com; Andrew Curtin/=TMS/Toyota.
Cc: [-] Mike Robinson/=Mobile/Toyota@Toyota; Tim Davis/=TMS/Toyota.
Bcc: [-] .
Subject: Fw: Weekly PQS Comments for Highlander 2008 MY.

A sprinkling of Powertrain topics

Regards,
Gary Heine
Quality Assurance Powertrain Manager
Toyota Customer Services Division
O- 310 468 2521
C- 310 977 0860
F- 310 381 7783

----- Forwarded by Gary Heine/TMS/Toyota on 10/03/2007 08:14 AM -----

Gary Koga/TMS/Toyota

10/02/2007 05:22 PM To Terence Maulhardt/TCS/Toyota@Toyota, Randy Wagner/TMS/Toyota@Toyota, Don Campbell/TMS/Toyota@Toyota, Hitohiro Hirose/Vendors/Toyota@Toyota, Ryohei Notsu/Vendors/Toyota@Toyota, Ryoji Kawaoka/TEMA/Toyota@Toyota, Toshiya Yoda/Vendors/Toyota@Toyota, Kiyonori Toda/Vendors/Toyota@Toyota, Charles Lee/TMS/Toyota@Toyota
cc Howard Abrahams/TMS/Toyota@Toyota, Russell Suzuki/TMS/Toyota@Toyota, Mike Craik/TMS/Toyota@Toyota, Gary Heine/TMS/Toyota@Toyota
Subject Fw: Weekly PQS Comments for Highlander 2008 MY

FYI.

Gary Koga
PQ&SS Technical Coordination
ph 310-468-0665

----- Forwarded by Gary Koga/TMS/Toyota on 10/02/2007 05:17 PM -----

Mike Craik/TMS/Toyota

10/02/2007 01:07 PM To Gary Koga/TMS/Toyota@Toyota
cc
Subject Fw: Weekly PQS Comments for Highlander 2008 MY

Gary,
please review and pass along to the Highlander group.
Thanks.

"Choose" to have a great day !!

Mike Craik
Field Technical Coordination Manager
Product Quality & Service Support
Office (310) 468-4418

Cell (310) 463-6935

----- Forwarded by Mike Craik/TMS/Toyota on 10/02/2007 01:06 PM -----

Jack Roberson/TMS/Toyota

10/02/2007 11:13 AM To Jerry Friedberg/Mobile/Toyota@Toyota

cc Matt Allen/TMS/Toyota@Toyota, Mike Craik/TMS/Toyota@Toyota, Cheryl Spencer/TMS/Toyota@Toyota, Norbert Striepe/TMS/Toyota@Toyota, Paolo Cardinali/TMS/Toyota@Toyota

Subject Weekly PQS Comments for Highlander 2008 MY

Hi Jerry; hope you're doing well. Here are the latest, cumulative PQS Product Quality Survey customer comments for the new 2008 Highlander. They can be sorted by report month to isolate only the latest ones, if you wish.

Here are the comments written next to the component check boxes, which generally describe vehicle problems.

PQS CP Box Comments:

< abbreviated version of the comments for easy printing - n=220 comments thru 10/02/07

If you need to see all the variables, here is the version with all available variables:

PQS Design-Related Comments:

Here is the short version of these comments (easiest to print) n=477 cmts through 10-02-2007:

And, in case you need these comments with all available variables (age, height , etc.) here they are: